Mission

Our mission is to deliver supportive wellness services to underserved individuals and their families.
The Last 5 Years...

- Infrastructure Overall
- Audit of Each Program
- Alignment of Efforts Towards Performance
Culture Change

• Towards Accountability
• Towards Mission
• Towards Strategic Thinking
Approach

• Training
• ...More Training
• Management Changes
• Change Fatigue
Mini-MBAs

Management Team went through mini-MBA in all facets of business

• Finance, Pricing, Negotiations
• Marketing
• GAP Analysis
Biggest Challenges

- Program management accountability
- Deciding to let go of some services
Big Shift in Business Practices

- Away from saying yes to everything
- No more relying on small grants, donations to fund core operations
Entrepreneurial & Business Savvy

- Diversification of Funds
- Expanding Mission Where it Makes Sense
The Cost of Doing Business

- Indirect Philosophy
- Contracts fully cover cost + Margin for reinvestment
- Pay-for-Performance
Partnerships
Between the funder and the service provider:
• Sharing of Data
• Sharing of Risk
• Sharing of Reward
Partnerships Between Community Based Agencies:

- Does it make sense?
- Can one provider do it better than two?
- Is it duplicative?
Biggest Rewards

• New contracts with health care agencies
• Being approached by other communities for services
Contact

Jamie Almanza, MBA, Executive Director
510.415.4672
jalmanza@bayareacs.org